

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview

1. **Date of Submission:** 1969-12-31
2. **Agency:** 015
3. **Bureau:** 45
4. **Name of this Investment:** IRS.GOV - Portal Environment
5. **Unique Project (Investment) Identifier (UPI):** 015-45-02-00-01-2529-00

6. **What kind of investment will this be in FY 2012?:** Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB?** FY2011

8.

- a. **Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.**

The mission at the IRS is to provide Americas taxpayers top-quality services by helping them understand and meet their tax responsibilities and enforce the law with integrity and fairness to all. The IRS currently has three existing production Web portal platforms: IRS.gov, also referred to as the Public User Portal (PUP), the Registered User Portal (RUP), and the Employee User Portal (EUP). The portals are critical to the IRS mission and foundational to IRS electronic tax administration and to IRS business operations. IRS has adapted these mission critical systems over the years to the changing needs of the taxpaying population and has been the leading component of web products and services provided by the IRS, however current portal design limitations and available systems capacity will not meet the needs of the future investment portfolio. The new IRS portal will provide seamless one-stop web-based services to internal and external users, such as taxpayers, business partners, IRS employees, and other government agencies. The objective of the new portal project is to continue to maintain and operate secure and reliable portals to meet the goals of the agency by competitively acquiring managed serves for the establishment and management of a new infrastructure, hosting, help desk, content management, search, and reporting solution, and the transition of the existing portal capabilities and services to the new IRS Web environment transparent to external users. The new portal environment will be built out in phases with the third phase to be completed FY 2013 providing a more stable operating system for rollout of the new portal environment in July 2012.

- b. **Provide any links to relevant websites that would be useful to gain additional information on the investment including links to GAO and IG reports.**

Title	Link
NONE	

9.

- a. **Provide the date of the Agency's Executive/Investment Committee approval of this investment.**

2010-09-03

b. **Provide the date of the most recent or planned approved project charter.** 2009-08-11

10. Contact information?

a. **Program/Project Manager Name:** *

Phone Number: *

Email: *

b. **Business Function Owner Name (i.e. Executive Agent or Investment Owner):** Silvia, Michael

Phone Number: *

Email: *

11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA): Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.

- Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.B.1: Summary of Funding

(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Planning & Acquisition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition(DME):	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
Operations, Maintenance, Disposition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal O&M and Disposition Costs (SS):	*	*	*	*	*	*	*	*	*
TOTAL FTE Costs	*	*	*	*	*	*	*	*	*
TOTAL (not including FTE costs):	*	*	*	*	*	*	*	*	*
TOTAL (including FTE costs):	*	*	*	*	*	*	*	*	*
Number of FTE represented by	*	*	*	*	*	*	*	*	*

Table I.B.1: Summary of Funding
(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Costs:									

2. Insert the number of years covered in the column “PY-1 and earlier”: 1

3. Insert the number of years covered in the column “BY+4 and beyond”: *

4. If the summary of funding has changed from the FY 2011 President’s Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Competed	Short description of acquisition
Awarded	4502	TIRNO09D00022D0002	TIRNO09D00022D0002		*	*	\$2.2	Cost Plus Award Fee	N	2009-09-01	2011-08-31	Full and Open Competition	Public User Portal Website Enhancement Services,
Awarded		Task Order 116 SLIN 4005EB	Task Order 116 SLIN 4005EB		*	*	\$7.3	Fixed Price with Economic Price Adjustment		2008-08-18	2010-04-02		
Awarded		Task Order 116 SLIN 4007AA	Task Order 116 SLIN 4007AA		*	*	\$3.6	Fixed Price with Economic Price Adjustment		2007-12-01	2010-04-02		
Awarded	4503	TIRNO06C00057	TIRNO06C00057		*	*	\$1.8	Cost Plus Award Fee	N	2010-07-01	2011-06-30	Full and Open Competition	Software Maintenance for IRS Vignette Portal Management Enterprise Software License

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Completed	Short description of acquisition
Awarded	4503	TIRNO05Z00001D0020	TIRNO05Z00001D0020		*	*	\$2.5	Cost Plus Award Fee	N	2011-05-01	2012-04-30	Full and Open Competition	ENGINEERING CONTRACT OR SUPPORT SERVICES.
Awarded	4503	TIRNO09D00022D0001	TIRNO09D00022D0001		*	*	\$6.7	Cost Plus Award Fee	N	2010-09-01	2011-08-30	Full and Open Competition	This modification provides funding for labor hours and Other Direct Costs, through new CLIN 1013, for the Public User Portal, Task Order 0001, in the amount of \$226,000.00. The total amount of this order is hereby increased by \$226,000.00 from \$30,789,661.87 to \$31,015,661.87. All other terms and conditions of TIRNO-09-D-

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Competed	Short description of acquisition
													00022, Task Order 0001, hereby remain unchanged.
Awarded	4503	TIRNO09D00025D0001	TIRNO09D00025D0001		*	*	\$8.2	Cost Plus Award Fee	N	2010-09-01	2011-08-30	Full and Open Competition	EUP Managed Services.
Awarded	4503	TIRNO99D00005DO0276	TIRNO99D00005DO0276		*	*	\$0.7	Fixed Price with Economic Price Adjustment	N	2010-04-28	2011-09-30	Full and Open Competition	MITRE's objective is to assist the Portal Program Management Office (PPMO) with the development and execution of the Portal Performance Management Program. These activities include: Building on the current items and templates for Quality Assurance

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Completed	Short description of acquisition
Awarded	4503	TIRNO99D00001152	TIRNO99D00001152		*	*	\$2.8	Fixed Price with Economic Price Adjustment	N	2010-04-07	2011-07-22	Full and Open Competition	Surveillance Audits, Internal Controls Financial Audits, Security Operations Procedures Audits that are currently being used in order to develop one or more
													PRIME support provided for development, integration and testing

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3.

a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow *

- b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 *
- c. Was the Acquisition Plan approved in accordance with agency requirements *
- d. If "yes," enter the date of approval? *
- e. Is the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? *
- f. Does the acquisition plan meet the requirements of EOs 13423 and 13514? *
- g. If an Acquisition Plan has not been developed, provide a brief explanation.

*

Part II: IT Capital Investments

Section A: General

1.
 - a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. yes
 - b. If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education. yes
2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment. IRS is actively investigating the possibility of satisfying the security and privacy requirements using private cloud and/or federal cloud deployments.
3. Provide the date of the most recent or planned Quality Assurance Plan 2009-12-18
4.
 - a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment. 000-00-01-00-01-0000-00
 - b. If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s). 000-00-01-00-01-0000-00
5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. 2010-06-14
6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. 2010-05-11

Section B: Cost and Schedule Performance

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Operate and Maintain the IRS Web Environment	SS	*	\$42.3	\$46.4	2009-10-01	2009-10-01	2010-09-30	2010-09-30	100.00%	100.00%
Operate and Maintain the current IRS Web Environment Managed Service Contracts	SS	*	\$47.1	\$32.5	2010-10-01	2010-10-01	2011-09-30		66.00%	69.00%
Oversight and Support of New Environment's Build Out and Transition Activities - PUP (FY11and FY12)	DME	*	\$5.9	\$0.0	2011-03-01		2011-09-30		0.00%	0.00%
Oversight and Support of New Environment's Build Out and Transition Activities - RUP (FY 11)	DME	*	\$3.5	\$0.0	2011-10-01		2012-03-31		0.00%	0.00%
Oversight and Support of New Environment's Build Out and Transition Activities - RUP (FY 12)	DME	*	*	*	2012-04-01	*	2012-09-30	*	*	*
Oversight and Support of New Environment's Build Out and Transition Activities - EUP	DME	*	\$1.1	\$0.0	2011-10-01		2012-03-31		0.00%	0.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
(FY 12)										
Operate and Maintain the Existing IRS Web Environment (Public User Portal 11 mos., Registered User Portal and Employee User Portal Hosting	SS	*	\$48.0	\$0.0	2011-10-01		2012-09-30		0.00%	0.00%
Oversight and Support of New Environment's Build Out and Transition Activities - EUP (FY 13)	DME	*	*	*	2013-04-01	*	2013-09-30	*	*	*
New contractor will build out the New IRS, Public User Portal Web Environment Including Infrastructure, Hosting, and Transition of Existing Public User Portal Web Environment (Public User Portal Build Out and Testing)	DME	*	*	*	2012-07-01	*	2012-08-31	*	*	*
New contractor will build out the New IRS, Public User Portal Web Environment Including Infrastructure, Hosting, and	DME	*	\$8.5	\$0.0	2011-06-01		2011-12-31		0.00%	0.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Transition of Existing Public User Portal Web Environment (Public User Portal Build Out and Transition)										
New contractor will build out the New IRS, Public User Portal Web Environment Including Infrastructure, Hosting, and Transition of Existing Public User Portal Web Environment (Public User Portal Build Out and Transition)	DME	*	*	*	2012-01-02	*	2012-06-30	*	*	*
Establish New IRS, Register User Portal Web Environment Infrastructure from the Existing Register User Portal Web Environment Application to New Environment (Registered User Portal Build Out)	DME	*	\$6.0	\$0.0	2011-07-01		2011-12-31		0.00%	0.00%
Establish New IRS, Register User Portal Web Environment Infrastructure from the	DME	*	*	*	2012-01-02	*	2012-06-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Existing Register User Portal Web Environment Application to New Environment (Registered User Portal Build Out)										
Establish New IRS, Register User Portal Web Environment Infrastructure from the Existing Register User Portal Web Environment Application to New Environment (Registered User Portal Transition)	DME	*	*	*	2012-07-01	*	2012-12-31	*	*	*
Establish New IRS, Register User Portal Web Environment Infrastructure from the Existing Register User Portal Web Environment Application to New Environment (Registered User Portal Transition and Testing)	DME	*	*	*	2013-01-02	*	2013-06-30	*	*	*
Establish New IRS, Employee User Portal Web Environment Infrastructure and	DME	*	*	*	2012-01-02	*	2012-06-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Continue Transition of Existing Employee User Portal Web Environment Application to New Environment (Employee User Portal Build Out)										
Establish New IRS, Employee User Portal Web Environment Infrastructure and Continue Transition of Existing Employee User Portal Web Environment Application to New Environment (Employee User Portal Build Out)	DME	*	*	*	2012-07-01	*	2012-12-31	*	*	*
Establish New IRS, Employee User Portal Web Environment Infrastructure and Continue Transition of Existing Employee User Portal Web Environment Application to New Environment (Employee User Portal Transition)	DME	*	*	*	2013-01-02	*	2013-06-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Establish New IRS, Employee User Portal Web Environment Infrastructure and Continue Transition of Existing Employee User Portal Web Environment Application to New Environment (Employee User Portal Testing)	DME	*	*	*	2013-07-01	*	2013-08-30	*	*	*

2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion.

3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis.

4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation?
yes

Section C: Financial Management Systems

Table II.C.1: Financial Management Systems			
System(s) Name	System acronym	Type of Financial System	BY Funding
*	*	*	*

Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only)

Table II.D.1. Customer Table:	
Customer Agency	Joint exhibit approval date
NONE	

Table II.D.2. Shared Service Providers		
Shared Service Provider (Agency)	Shared Service Asset Title	Shared Service Provider Exhibit 53 UPI (BY 2011)
*	*	*

Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions):							
Partner Agency	Partner exhibit 53 UPI (BY 2012)	CY Monetary Contribution	CY “In-Kind” Contribution	CY Fee-for-Service	BY Monetary Contribution	BY “In-Kind” Contribution	BY Fee-for-Service
NONE							

Table II.D.4. Legacy Systems Being Replaced		
Name of the Legacy Investment of Systems	Current UPI	Date of the System Retirement
*	*	*

Section E: Performance Information

Table I.E.1a. Performance Metric Attributes

Measurement Area (For IT Assets)	Measurement Grouping (For IT Assets)	Measurement Indicator	Reporting Frequency	Unit of Measure	Performance Measure Direction	Baseline	Year Baseline Established for this measure (Origination Date)
Customer Results	Delivery Time	100% of customer-facing Help-Desk Service Level Objective (SLOs) are met	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	100%	100%	Met	2011-02-15
Customer Results	Delivery Time	100% of customer-facing Help-Desk Service Level Objective (SLOs) are met	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	100%			2010-09-15
Customer Results	Delivery Time	100% of customer-facing Help-Desk Service Level Objective (SLOs) are met	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2013	100%			2010-09-15
Customer Results	Delivery Time	100% of customer-facing Help-Desk Service Level Objective (SLOs) are met	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23

			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2014	100%			2010-09-15
Customer Results	Delivery Time	100% of customer-facing Help-Desk Service Level Objective (SLOs) are met	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2015	100%			2010-09-15
Mission and Business Results	Taxation Management	Deliver secure, reliable access to tax services and products through the most efficient means.	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	95%	100%	Met	2011-05-31
Mission and Business Results	Taxation Management	Deliver secure, reliable access to tax services and products through the most efficient means.	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	95%			2010-09-15
Mission and Business Results	Taxation Management	Deliver secure, reliable access to tax services and products through the most efficient means.	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

			2013	95%			2010-09-15
Mission and Business Results	Taxation Management	Deliver secure, reliable access to tax services and products through the most efficient means.	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2014	95%			2010-09-15
Mission and Business Results	Taxation Management	Deliver secure, reliable access to tax services and products through the most efficient means.	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2015	95%			2010-09-15
Technology	Availability	Operate a Portal Infrastructure that allows taxpayers to meet their tax obligations timely for the current tax year	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	99.99%	100%	Met	2011-02-15
Technology	Availability	Operate a Portal Infrastructure that allows taxpayers to meet their tax obligations timely for the current tax year	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	99.99%			2010-09-15

Technology	Availability	Operate a Portal Infrastructure that allows taxpayers to meet their tax obligations timely for the current tax year	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2013	99.99%			2010-09-15
Technology	Availability	Operate a Portal Infrastructure that allows taxpayers to meet their tax obligations timely for the current tax year	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2014	99.99%			2010-09-15
Technology	Availability	Operate a Portal Infrastructure that allows taxpayers to meet their tax obligations timely for the current tax year	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2015	99.99%			2010-09-15
Processes and Activities	Security	Web portal environment is available to meet the general public and internal user's tax needs with minimum interruption	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23

			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	100%	100%	Met	2011-02-15
Processes and Activities	Security	Web portal environment is available to meet the general public and internal user's tax needs with minimum interruption	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	100%			2010-09-15
Processes and Activities	Security	Web portal environment is available to meet the general public and internal user's tax needs with minimum interruption	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2013	100%			2010-09-15
Processes and Activities	Security	Web portal environment is available to meet the general public and internal user's tax needs with minimum interruption	monthly	percentage	increase	No baseline (this is a newly established program)	2010-08-23
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2014	100%			2010-09-15
Processes and Activities	Security	Web portal environment	monthly	percentage	increase	No baseline (this is a	2010-08-23

		is available to meet the general public and internal user's tax needs with minimum interruption				mewly established program)	
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2015	100%			2010-09-15

* - Indicates data is redacted.